



Positions Available

Technical Services Representatives (3)

Judicial Information Systems, State Court Administrative Office
Salary \$44,641 – \$57,357

The Judicial Information Systems (JIS) Division of the Michigan Supreme Court is currently seeking qualified applicants for three Technical Services Representatives, all of which are entry level positions reporting to a Technical Services Manager within JIS. The positions' primary responsibilities include user support, in-depth software testing and assistance in the implementation and application configuration of the new JIS court case management system.

ESSENTIAL DUTIES AND RESPONSIBILITIES: (Additional Duties May be Assigned)

- Provide software support to users; answer questions and support users in the use and configuration of the application software. Work with team members to identify and resolve specific problems identified during application testing and implementation.
- Conduct tests to ensure application meets user requirements, including regression testing, cursory analysis of problems identified, preparing test data and analyzing application performance during testing.
- Create documentation for programming staff to aid them in program changes, corrections, and enhancements to the software. Assist the programmers in the development stage, and test the results before court implementation.
- Participate in the process of implementing software into courts, including gathering information needed prior to implementation, analyzing current procedures, assisting with the configuration of the application, comparing and setting up system data for migration purposes, and developing solutions to court problems.
- Design and maintain comprehensive user documentation and other informational or instructional materials.
- Use special software packages to produce reports, documentation, and training materials.
- Be available to provide occasional after-hours or weekend/holiday implementation assistance.
- Additional duties may be assigned.

EDUCATION AND EXPERIENCE: Associate's degree in information systems or related field preferred. Must have experience providing user support, analyzing and testing computer software applications, mapping data from one system to another, and technical writing. Court experience preferred but not required. Must be able to conduct independent, long term testing and possess good analytical and problem-solving skills. This position requires the ability to work with Microsoft Excel worksheets in order to compare or transfer information.

WORK LOCATION: Hall of Justice, Lansing, Michigan. Limited travel to various court locations throughout the state may be required.

TO APPLY: Please e-mail your cover letter and resume in Word or Adobe.pdf format to jobapps@courts.mi.gov and include "JIS TSR" in the subject line. If you prefer to mail your cover letter and resume, please send them to: MSC Human Resources Department, Attn: JIS-TSR, P.O. Box 30052, Lansing, MI 48909.

POSTING DEADLINE: APRIL 4, 2014
AN EQUAL OPPORTUNITY EMPLOYER